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EAL Trainer Says Practice Makes Perfect

By Anya Armes Weber, CFC Communications

CFC trainer Rich Egbert has advice for Quality Central employees who may need a boost in using their Everyone a Leader skills: Try mixing business with pleasure.

“Don’t just think about it for work situations,” Rich said. “You can use it in every aspect of your lives.”

Rich is the Self-Sufficiency Director in the CFC Training Branch. He supervises Family Support and Child Support trainers. Rich and his wife, Vivian Egbert, another trainer, have been involved with Everyone a Leader since its beginning, both having helped write the curriculum. The Egberts noticed a positive change in their personal communication while they were planning the EAL program, Rich said.

“It really made a difference at home – we shared our left-hand columns,” he said.

Rich has facilitated EAL sessions across the state, including Johnson County, one of the first counties to pilot Comprehensive Family Services.

“Johnson County staff took their training very seriously and are very committed to both EAL and CFS. They always tried to keep their basic principles in mind.”

Rich said he thinks Johnson’s receptiveness to EAL results from managers and supervisors embracing the techniques.

“Staff have to see it in action to incorporate EAL into what they do,” he said. “If they see their leaders do it, they think, ‘maybe there is something more to it’ ” than just another set of skills.



Rich said being EAL trainers has made him and his coworkers more in demand by staff requesting trainers to facilitate their meetings.

“Going through EAL has made people realize they may need some help setting an agenda, setting ground rules,” Rich said. He said the trainers can start offices on the right track, and soon using EAL principles becomes more natural.

Consistently using the skills is the key to mastering them, Rich said. “Think about what it would be like to use and encounter the four basic principles on a daily basis,” he said.

For example, he said, staff can use active listening skills when they’re on the phone with a client; managers can actively involve staff in problem solving; and anyone can preserve the integrity of others—rather than react snappishly—when a store employee gives poor service.

“You’ll be very well respected if you can keep the four basic principles at the top of your list,” he said.

CFC March of Dimes Activities

March 5-9: Prettiest baby contest - submit YOUR picture to raise money

March 12-16: Silent Auction

March 21: Blues Jeans for Babies

Secretary To Hold Video Conferences

To keep all CFC employees updated regarding the Cabinet's revision of its strategic plan, Secretary



Viola Miller will discuss the draft goals and objectives during video conferences March 8 and 9. The sessions will be held from 9:30 to 10:30 a.m. and from 11 a.m. to noon both days. Prior to the video conferences, copies of the draft will be made available to staff.

Employee input has been valuable and incorporated thus far in the strategic plan revision process. The finalized version of the Cabinet's Vision, Mission and Values was published Jan. 12, 2000 in "The Pipeline." All Cabinet personnel are encouraged to participate in the interactive sessions, which will be carried on KET's Star Channel. For further information regarding the site nearest you, call Bruce Johnson or Christy Speller at (859) 622-6579 or (859) 622-8043.

Quality Central staff can attend one of the sessions at the CFC Training Branch, 592 East Main Street, Frankfort.

To ensure that enough space is available for all who plan to attend, Office Heads should notify Jeffrey Baden at the Training Branch via e-mail or by telephone at 564-9932 regarding the number of staff attending each session.

CFC Strategic Plan Revision: Proposed Goals and Objectives

Goal 1: To ensure that the children and vulnerable adults we serve are safe from harm

- .. To implement "multiple response legislation" (HB 204) in every county by January, 2002

- .. To evaluate current services for adults and develop a comprehensive plan for improvement by January, 2002
- .. To meet or exceed the child safety provisions of the Adoption and Safe Families Act (ASFA) as measured by: recurrences of child maltreatment, incidences of abuse/neglect in foster care placements, and timeliness of investigations

Goal 2: To ensure well being for the children and families we serve

- .. To assess each family's situation and deliver services based on a comprehensive approach
- .. To ensure the appropriate educational placement of children in CFC custody
- .. To increase the number of high school diplomas/GED certificates obtained by children in CFC custody and in families receiving cash assistance
- .. To increase the availability and appropriate utilization of CFC and other community services
- .. To improve access to and quality of child care
- .. To improve child support services as measured by paternity establishments, order establishments, and collections

Goal 3: To ensure permanency in a timely manner for the children we serve

- .. To reduce the amount of time to achieve legal permanency
- .. To decrease the recidivism rate for children in out of home care
- .. To increase the number of adoptions
- .. To increase the number of special needs adoptions
- .. To reduce the average number of placements for children in out-of-home care
- .. To reduce the number of children placed in residential care
- .. To increase child support orders, paternity establishments, and collections for children in out-of-home care

Goal 4: To ensure that the families we serve achieve self-sufficiency

- .. To increase client job placement and retention
- .. To increase client participation in KY Works by FFY'02
- .. To increase the federal participation rates by FFY'02
- .. To increase access to services that help families become and stay self-sufficient
- .. To strengthen the role of child support in meeting family needs

Goal 5: To be a nationally recognized high quality service delivery organization

- .. To improve recruitment and retention of qualified staff
- .. To improve use of technology to support service delivery
- .. To increase fiscal resources, and improve the use of existing resources
- .. To improve the physical work environment
- .. To develop and implement continuous quality improvement processes that ensure better services and outcomes for families
- .. To provide a comprehensive professional development and training program that equips staff with the knowledge and skills necessary to provide high quality services
- .. To ensure that protection and permanency services are fully compliant with the best practice standards prescribed by the Council on Accreditation

Goal 6: To engage with families and communities as full partners for effective service delivery

- .. To implement Vision in every county by April, 2002
- .. To increase support to existing community Vision efforts
- .. To implement Comprehensive Family Services (CFS) in every county by April, 2002
- .. To increase support to all community collaborative activities

(revised 2/28/01)